	Agency Name	Department of Social Services (DSS)
	Chapter No./Name	DSS Departmental Memoranda
	Part No./Name	2008
	Section No./Name	2008-03/PPR Cooperativeness Factor
	Document No./Name	2008-03/PPR Cooperativeness Factor
	Effective Date	October 23, 2008

I. PURPOSE

This memorandum serves as notification to staff that revisions to the Performance Planning and Review (PPR) form are necessary to incorporate additional expectations under Factor 3, Cooperativeness. The memorandum:

- clarifies the department's expectation of the "Cooperativeness" factor on the PPR form;
- notifies employees of the performance expectation; and,
- directs rating supervisors to use the language specified in the memo as guidance/clarification of the "Cooperativeness" factor when completing each employee's next PPR rating and to insert this specific language into the next PPR planning form.


II. BACKGROUND

Louisiana is especially committed toward service delivery integration and collaboration in keeping with the evolution of No Wrong Door, which has been re-established in law with the enactment of [Act 775](#) of the 2008 Regular Session of the Louisiana Legislature. Several efforts are underway and in place toward this end including [Neighborhood Place](#) an innovative collaboration and integration effort that dramatically improves families' access to health, education, employment and human services. Neighborhood Place was created to blend services and build relationships among families, neighborhood residents, program staff, and agencies, and to solve problems and strengthen responses. It is not just about bringing staff together from human services, health and education organizations to sit next to one another. Louisiana plans to open its first Neighborhood Place in the near future with the ultimate goal of creating a system of service integration, where workers regularly communicate, set priorities, and are aware of their colleagues' activities, significantly reducing duplication and minimizing obstacles to efficient and effective client service.

As the department moves toward greater collaboration in all service delivery and participation in Neighborhood Places, DSS employees will be required to work alongside representatives from other DSS agencies, other state departments, local governmental agencies and non-governmental partner agencies. Experiences in other states indicate that team collaboration directly impacts client satisfaction and is expressed through consultations, teamwork, and improvements in functioning and overall service integration. Recognizing that collaboration occurs among people and not among institutions, DSS is fully committed to cooperating with all involved agencies and will assign employees on either a permanent or as-needed basis to staff these vital facilities and to cooperate in other service delivery integration projects.

III. REVISIONS TO THE PERFORMANCE PLANNING AND REVIEW (PPR) FORM

To ensure that all DSS employees clearly understand the department's expectations of them when working at a Neighborhood Place or when performing duties in their usual office, the following language will be added to all DSS employee's PPR forms under Factor 3, Cooperativeness:

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“You are expected to fully cooperate and work collaboratively with people from different divisions and different departments and perform duties across division and department lines, as may be assigned to you. You are expected to interact with others respectfully and courteously, as demonstrated by the absence of substantiated complaints. You are expected to be a team player, as demonstrated by your contributions to your work group’s overall productivity and achievement of its goals.”

Rating supervisors must insert this language in all future PPR forms as part of the written expectation for the Cooperativeness factor. This expectation will be included and evaluated when preparing PPR planning forms for all new hires and when the next PPR planning form is completed for existing staff. If there is inadequate space in the Factor 3 expectation area, the supervisor may insert the language as a continuation of Factor 3 on the blank supplemental page 8.

DSS Policy 4-9 Employee Performance, Planning and Review, the DSS Employee Handbook and the New Employee Orientation Checklist form will be revised to incorporate this expectation.

Any questions regarding this memorandum should be directed to your agency Human Resources Division. Thank you for your cooperation in this matter.

Kristy H. Nichols
DSS Interim Secretary